

MICHIGAN LEGWORK

DEPARTMENT OF LABOR & ECONOMIC GROWTH

SEPTEMBER 2005

DLEG Responds to Tremendous Needs in Gulf States Created by Hurricane Katrina

THE DEPARTMENT OF LABOR & ECONOMIC GROWTH (DLEG) family is responding in many ways to help the victims of Hurricane Katrina reclaim their lives.

Charities have indicated they need cash contributions more than anything else, and so fund-raising drives are taking place all across the department. Most notably, Casual Wednesday donations for September have now been earmarked for the American Red Cross — a last-minute, employee-agreed-upon change from the previously selected September charities of Make A Wish Foundation and Hospice of Lansing.

Individuals who are collecting Casual Wednesday funds for their bureaus are asked to report their donations to Mary Hines, Finance & Administrative Services, at mkhines@michigan.gov. While \$2 is the minimum donation for the privilege of wearing jeans on Wednesdays, many employees are contributing more.

Michigan Rehabilitation Services employees have set up a “Giving Tree” at the MRS administrative office in the Victor Building. By press time, MRS staff from throughout the state had donated \$2,853.55 for the American Red Cross.

Michigan Liquor Control Commission and Michigan Occupational Safety and Health Administration employees teamed up to hold a bake sale on Sept. 12. So many “goodies” were donated by staff that \$768.41 was collected for the American Red Cross.

The Energy Office is collecting recyclable bottles and cans, with the proceeds also going to the Red Cross.

A number of DLEG employees volunteered to help with Governor Granholm’s toll-free hurricane hotline at the state’s Emergency Operations Center, and MIOSHA is working with OSHA to help protect the safety and health of workers assisting with Hurricane Katrina relief efforts.

Two DLEG employees are helping out first-hand in the Gulf States. Tom Gawrych, with Internal Audit, is a captain in the Michigan Army National Guard and commander of the 1776th Military Police Company out of Taylor. Tom has been deployed to Gulfport, Miss., where he is expected to stay until Oct. 31.

DLEG Media & Public Relations Director Maura Campbell volunteered to serve as a public information officer with the Federal



Maura Campbell e-mailed this photo from Mobile, Alabama, noting, “It’s amazing how you can see a bunch of destroyed houses and then some that look just fine.”



MRS “Giving Tree”

Emergency Management Agency (FEMA) and is currently stationed in Mobile, Ala.

For further information on how you can help, go to www.michigan.gov and click on “Hurricane Katrina Relief.”

Also, if you would like to be a foster parent for a dog or cat rescued from the Gulf States, please log onto the DLEG [intranet](#) for more information. Several humane societies in Michigan are organizing a foster family program.

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MICHIGAN LEGWORK

Published monthly for employees
of the Department of Labor
& Economic Growth
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Articles/photos may be e-mailed
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Department of Labor & Economic
Growth is an equal opportunity
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letter will be made available in
alternate formats on request.



A Message from the Director

While we frequently discuss and most certainly plan around our four core values of excellence, teamwork, inclusion and integrity, DLEG's response to the recent Gulf Coast disaster clearly illustrates how important these values are when a crisis occurs —no matter how far away that crisis may be.

When I called a special meeting of the Leadership Council on Sept. 6 to discuss how our department could assist with Hurricane Katrina relief efforts, I could not have envisioned the tremendous outpouring of ideas that were expressed that Tuesday morning. Let me just say that I am extremely proud of the manner in which our Leadership Council and the entire DLEG family have demonstrated excellence, teamwork, inclusion and integrity in their generous offers of help.

A document detailing available DLEG resources was provided to the state's Emergency Operations Center following that Sept. 6 meeting. Here is just a handful of the many forms of assistance pledged by our department:

- The Bureau of Construction Codes and Fire Safety has established a telephone line to receive calls from fire fighters wishing to volunteer for deployment.
- The Unemployment Insurance Agency has assigned 30 of its staff to answer calls to a special toll-free telephone number that has been set up by the U.S. Department of Labor to handle unemployment claims from Louisiana workers who are now out of work.
- The Office of Financial and Insurance Services is working with a number of major banking institutions that may be serving as a conduit for hurricane relief funds sent directly to the state.
- The Michigan State Housing Development Authority has identified apartments to provide housing for New Orleans evacuees while they reside in Michigan.
- Michigan Rehabilitation Services is identifying accessible housing for evacuees with disabilities.
- The Michigan Public Service Commission has offered the services of its Emergency Preparedness staff.
- The Michigan Occupational Safety and Health Administration has offered assistance with regard to air monitoring, respirator fit testing, and safety and health training for volunteer workers.
- The Bureau of Commercial Services has compiled a listing of licensed professionals, including licensed residential builders and maintenance and alteration contractors, as many state licensees may be going to the affected states seeking work with cleanup and rebuilding.
- The Michigan Community Service Commission is coordinating many volunteer efforts across the state.
- The Michigan Commission for the Blind has offered to assist individuals who have acquired a visual impairment due to injuries from the hurricane.
- The Bureau of Career Education Programs has offered to work with local school districts to assist in the placement of high school students in Career & Technical Education programs.

Our offers of technical assistance, coordination, and on-site volunteerism are being generously matched by the many fund-raising drives for Hurricane Katrina victims that you have undertaken. With our values to guide us, it appears that we are all following our hearts.

Thank you,

David C. Hollister



'Spirit of DLEG' Winner Will Be Announced

THE RESULTS ARE IN for the first round of voting in the 2005 Spirit of DLEG Award competition! Seven teams out of 16 nominations are the top finishers based on the DLEG intranet employee poll. Field staff without intranet access participated by e-mailing their ballots.

The department established the program last year to promote the four core values of inclusion, integrity, teamwork and excellence.

The Office of Media Technology is currently developing a video highlighting the accomplishments of the top seven teams. A panel of three impartial judges will view the video as they make the final call on which team best demonstrates the values. Director David C. Hollister will announce the winning team at the State of DLEG meeting on Thursday, Oct. 6, in Lansing.

Congratulations to the seven top finishers:

Examiner Technology Group, Bank and Trust Division, Office of Financial and Insurance Services (OFIS) — This team stays on the cutting edge of bank examiner technology and works to assure that Michigan's bank examiners have the equipment, software, training and technical resources to produce a quality product and provide quality customer service; works to assure that examiners can work in confidence that the sensitive personal and regulatory information they acquire and share is protected and can be communicated securely; gives thoughtful and responsible recommendations for electronic examination tools; coordinates its efforts with federal regulators; serves as the first line of technology support for colleagues in the field; and supplies the information and expertise it gathers to the remainder of OFIS field examiners.

Bureau of Construction Codes and Fire Safety — Since 2003, when fire safety functions were merged with the Bureau of Construction Codes to form the Bureau of Construction Codes and Fire Safety, this team has developed a comprehensive approach to building safety. Successes include full implementation of MiTAPS, a streamlined online business permit program; expansion of an online construction permit program allowing homeowners to secure permits 24 hours a day/seven days a week; a new Boiler Inspector classification to address the state's need to assure safety in this area; a new software-based tracking system to better manage the large amount of school plan reviews; and assurance that children are safe at school through the bureau's team of school construction plan reviewers, inspectors, administrative support and managers.

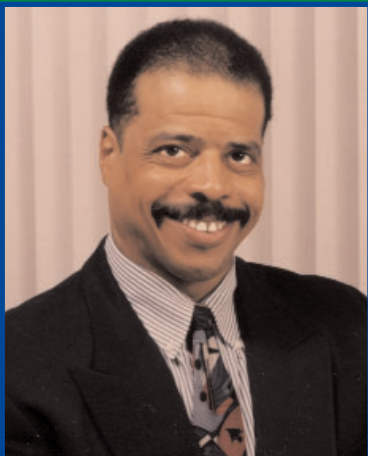
30th Anniversary Work Group, Michigan Occupational Safety and Health Administration (MIOSHA) — This agency-wide team undertook the huge job of planning and organizing internal activities for 225 staff and a two-day MIOSHA staff meeting to commemorate the 30th anniversary of the MIOSHA program. Enthusiasm and involvement throughout MIOSHA were generated through such projects as creating a timeline and milestone documents for the website and publications; adopting a flower garden at Potter Park Zoo to honor Michigan workers; organizing a Wellness Week walking route and contest; planning plenary and 18 breakout sessions for the two-day MIOSHA training meeting; identifying retirees, sending invitations to them, and hosting a reception; holding seven fundraisers, with 10 percent of the proceeds going to charities; and arranging a Lugnuts game outing and picnic attended by 136.

Bureau of Commercial Services — This DLEG bureau works to protect the health, welfare and safety of Michigan citizens and encourages the growth of business in Michigan while protecting consumers. Each division has had major accomplishments. Enforcement has been working with the City of Detroit to assist with amusement rides that will be in service during Super Bowl Week 2006. Licensing put together a comprehensive board member training program targeted at approximately 144 gubernatorial appointments. Corporation received the 2005 Runner Up Merit Award from the International Association of Commercial Administrators for using technology to improve government-to-government service. Administrative Services has created a process to scan and store imaged documents for easier access; it also conducted an assessment of the Homeowner Construction Lien Recovery Fund, to date collecting 85 percent of funds owed.

School for Leadership (SFL) Design Team, Michigan Rehabilitation Services (MRS) — This team is responsible for designing and implementing MRS's School for Leadership program, which works to create an environment where all staff have an opportunity to develop to their full potential as leaders and contributors. The team also guides SFL Alumni activities. SFL has provided more than 120 MRS employees with the opportunity to develop and improve their leadership abilities and increase their effectiveness with people with disabilities. Each year, 30 to 35 SFL participants meet every other month for two days in a leadership development experience. The SFL provides practical "tool box" training in leadership skills as well as a personal journey of discovery of their own unique leadership abilities. It is expected that participants will "give back" to their agency, office, customers and community. SFL



Rehabilitation Professionals Honored for Assisting Small Business Owners with Disabilities



James Bunton

Four rehabilitation professionals in DLEG were among those honored at the department's fourth annual Small Business Recognition Awards Banquet, held Aug. 11 in Lansing.

Sponsored by Michigan Rehabilitation Services (MRS), the Michigan Commission for the Blind (MCB) and the Michigan Commission on Disability Concerns (MCDC), the awards program celebrates the achievements of small business owners with disabilities and the services provided by human service professionals who support their endeavors.

Raymond Kirklin, a rehabilitation counselor with MCB in Saginaw, received the MCB Employee Award for working "diligently with many clients starting their own small businesses to ensure they have every opportunity for success," said his peers. Ray, who has more than 30 years of experience in Michigan's state rehabilitation programs for people who are blind, "draws upon this accumulated knowledge and resources to help each client with his or her own individual situation."

Alexa Matthews, a rehabilitation counselor with MRS in Midland, was presented with the MRS Small Business Service Award. "Alexa has an excellent grasp of the MRS small business process and the ability to combine MRS programs and external programs, such as the LaBelle Entrepreneurial Institute, to generate small business success," read her nomination. "Two of her

customers have been recipients of the Small Business of the Year Award, clearly demonstrating her use of collaborative skills to effectively direct team effort to positive small business outcomes."

The MRS Small Business Champion of the Year Award was presented to Jackie Tahtinen, site manager of the MRS office in Marquette. "Jackie grew up in a small family business and assisted in the daily operation of a

greenhouse; the concept of hard work is familiar to her," read her nomination. "Jackie understands that it takes tremendous effort and commitment to develop the small business option and then make it a reality. Jackie believes that for some, a small business is a vocational possibility."

A "surprise" Outstanding Achievement Award was presented to James Bunton, who has been the MRS small business consultant for the past six years. The award recognized Jim's exemplary work in ensuring that individuals with disabilities across the state have access to the supports they need to achieve small business success. (Please see page 10 for news of Jim's recent promotion.)

Also recognized at the awards program were: Cathy McClelland, president and CEO, Detroit Entrepreneurship Institute, Inc., MRS Director's Award; City of Wyoming, MCDC Inclusive Community Award; Mike La Hote, Petersburg, owner, MFP Motor Sports, Sylvania, Ohio, MCB Consumer Entrepreneur Award; Randy Graise, founder and CEO, RanDel Enterprises, Southfield, MRS Small Business Development Lifetime Achievement Award, "Heidi Van Arnhem Award"; Patt Konstenius, Pelkie, MRS Small Business Resource Award; and Joseph (Mike) Sagataw, Hiawatha Basket Company, Wilson, MRS Small Business of the Year Award.



Jackie Tahtinen



Alexa Matthews is congratulated by MRS Mid Michigan District Manager Lou Adams.



Raymond Kirklin accepts the 2005 MCB Employee Award.

Woodworker Entrepreneur Is Assisted by Michigan Rehabilitation Services

The July/August 2005 edition of Life in the Middle of Michigan magazine contained a feature article about David Barden, a 20-year-old woodworker who lives in Ithaca. A client of the Mt. Pleasant office of Michigan Rehabilitation Services (MRS), David has become a young entrepreneur by creating and selling beautiful objects from 30 different species of woods. Michigan LEGwork is pleased to reprint excerpts from the magazine article:

Twenty-year-old David Barden of Ithaca has faced obstacles all his life. Born hearing-impaired and with cerebral palsy, he was expected never to walk. But at 15 months old, he was adopted by Joe and Mary Barden. Two months later he was up and running, and he hasn't stopped since. "He's been full of surprises through this journey," laughs his mother, signing the words to him.

Not all of the surprises have been pleasant for David. Three years ago he was diagnosed with Myoclonus (involuntary bodily jerks) and Ataxia (lack of muscle coordination, which leads to tremors and falling). Both of these impairments are progressive, and are only symptoms of some larger problem. He has been to both Mayo Clinic and Michigan State University for testing to try to determine the exact nature of his neurological disorders. Many questions remain unanswered.

But this story is primarily about David's abilities, not his disabilities.

... In ninth and tenth grades, he was able to attend the Voc-Ed program in Mt. Pleasant. Here, he fell in love with woodworking. Under the tutelage of Mr. Michael and Mr. Merwin, David excelled — creating beautiful projects which include a coat rack, an end table, a cutting board, and a rolling pin. ...

Last September, with high school behind him, David came across some projects he wanted to make for Christmas gifts. In a catalog from Penn State Industries in Philadelphia, David found kits for wooden pens, tops, and egg-shaped kaleidoscopes that he thought he could make. And he did — about 150 of them! They were such a hit that after Christmas, people started asking if they could buy some.

Suddenly, David and his parents became aware that he could have a market here. They started thinking about setting up a booth and selling at fairs, but the logistics of this presented some problems.

Michigan Rehab Services. This organization gives short-term support to "micro enterprises" in order to get them up and running. David created a notebook of photos explaining the pen-crafting process and the cost involved. He also sketched out some dreams for future projects, including darts, yo-yo's and a chess set.

Michigan Rehab was very interested in the products David could offer, especially since there are few others in the state doing what he does. The idea is for David to become a wholesale distributor to engravers or college bookstores. To top it off, an appropriate name has been chosen for David's business — "Out of the Woodwork."

... Even with both overhead doors open, [David's workshop in the garage] is filled with a delicious, wood-shaving smell. There are David's big tools — table saw, miter saw, drill press, lathe — all lined up in the order in which he uses them to create his pens. ...

Mary elaborates on their future plans. "Our goal," she says, "is to get his workshop into a separate building." That way, it can be air-conditioned and ventilated, to help with David's asthma. They've made other accommodations to allow for his independence. "If David accidentally injures himself out here, he can't come and tell me if I'm in the house," Mary says. "So he wears a wireless doorbell on his belt." ...

... I ask about his most interesting project. "The egg-scope," he replies. What has been his easiest project? "Pens." What was the most fun? "Pens." What does he consider his masterpiece? "Pens." Clearly, he has found his niche.

Editor's Note: Thank you to Life in the Middle of Michigan magazine for permission to reprint portions of the full article.



David Barden chooses from 30 different species of unusual woods to create his pens, egg-scopes and wooden tops. Daun Neff, MRS rehabilitation counselor; Jim Garrison, MRS business services representative; and Mike Vuillemot, Central Michigan University/small business liaison to MRS, have assisted David in developing his small business.



Lessons May Be Learned

By Martin D. Alexander, CHS-III

Marty Alexander, Enforcement Division District Supervisor of the Liquor Control Commission in Lansing, holds a Level III Certification in Homeland Security from the American College of Forensic Examiners International.

Before our eyes we witnessed the approach, strike and aftermath of Hurricane Katrina and the flooding of New Orleans. This storm wreaked havoc after passing through Florida and, after regaining strength in the Gulf of Mexico, devastated a great portion of the Gulf States. Many stories will emanate from this event, some positive and others negative. Hopefully, we may learn something.

Much will be said of local, state and federal governmental mitigation, planning and response. Putting that aside, we must know that one's survival ultimately depends on the individual. During an emergency, those who need the assistance of others will be placed on someone's priority list.

Methods to mitigate (reduce or eliminate) known threats and prepare for the storm's arrival are two proactive stages that emergency managers coordinate. After the storm, the last two stages for the emergency manager to coordinate are response and recovery.

These stages overlap one another and are ongoing, meaning that as we mitigate, we also prepare; and as we prepare, we are laying the groundwork for a proper response; and as we respond, in many ways we also plan for recovery. Recovery is often long-term and includes updating plans to mitigate threats.

But, as we remain in Michigan watching, reading or listening to the news, the question begs to be asked: What have we

learned from this event? Many of us have likely compared the turmoil of the Gulf Coast victims to our own readiness for possible disasters in our state.

The primary concerns of the New Orleans response and recovery stages have been food, shelter and medication. Would your three-day emergency kit be enough? For those trapped in their attic for a week or longer because of the flooding of residential areas, it would be only a start. People are left to their own devices when nothing else is left. That's why abandoned grocery stores became warehouses of food and water for the survivors. Gasoline, electricity, food, water and shelter became scarce, if nonexistent, for many. People did what they had to, literally, in order to survive. To varying degrees, some victims took what they absolutely needed to survive.

What could happen in Michigan? Nearly anything could occur, from a tsunami in one of the Great Lakes to severe storms with resulting damages and power outages. Natural disasters top the list with tornadoes, thunderstorms, and snow and ice storms. With these, we can often rely on advance notice and up-to-the-minute reporting by the media. Human-made disasters are real, but less likely.

What happened in New Orleans should serve as a real-life example of a natural disaster occurring with plenty of warning. Residents "weathered" the hurricane according to plan, but an unexpected consequence was the compromised levee system that broke and flooded most of the city. Then, it was too late for the inhabitants to start making plans to become prepared. Many simply fled for their lives.

Now is the time to prepare, when we have plenty of time to think things through. What will you need, why will you need it, and where will you store it for easy access?



If You Have a Loved One in the Service ...

A fourth poster featuring photographs of DLEG employees in the military and employee family members in the military is being designed by Graphic Artist Jim Kremer in Media & Public Relations. Please send photos, including name of individual, branch of service, name and job title of employee, and relationship to employee to: KremerJ@michigan.gov or to Jim at the Ottawa Building, 4th floor. Copies of the posters will be distributed throughout the department and made available to interested persons.

MIOSHA Sponsors “Take a Stand Day” for Safety and Health

By Judith Simons,
Michigan Occupational Safety
and Health Administration

A total of 120 Michigan employers across the state made a commitment to “Take a Stand” for workplace safety and health on Aug. 25!

In a historic campaign, the Michigan Occupational Safety and Health Administration (MIOSHA) dedicated more than 125 professional staff to visit Michigan high-hazard industries targeted by the MIOSHA Strategic Plan.

MIOSHA safety and health professionals — including compliance staff, outreach consultants, managers and supervisors — were scheduled on “Take a Stand Day” to provide one-on-one consultations. There were no citations or fines for participating workplaces. However, participants agreed to correct all serious conditions.

“This unprecedented campaign offers employers the opportunity to partner with MIOSHA — without fear of fines or penalties — to improve their work environment,” said DLEG Director David C. Hollister. “I applaud these employers who are stepping up to the plate to make worker safety and health a top priority.”

MIOSHA sent information on this campaign to more than 15,000 employers statewide, with nearly 200 companies responding. MIOSHA could not schedule all of the responding companies on “Take a Stand Day”; however, all companies were scheduled for a consultation visit from the MIOSHA Consultation, Education and Training (CET) Division.

“Take a Stand Day” is part of special outreach efforts to commemorate MIOSHA’s 30th anniversary through events that reemphasize the critical importance of workplace safety and health.



Senior Safety Officer Charles Collier and General Industry Safety and Health Manager Elaine Clapp (bottom row) visited ATG Precision Products in Canton. Pictured in the top row are Maintenance Manager Pat Fitch, Director of Operations David Gibson, and General Manager Eric McDowell.

‘Spirit of DLEG’ Winner Will Be Announced

(continued from page 3)

graduates are currently serving as Ambassadors, cultural change agents and facilitators.

Financial Management Division, Liquor Control Commission — This division oversees annual sales of liquor of more than \$800 million and more than \$6 million in case sales, lists 5,000 liquor items for sale, buys \$500 million of liquor each year, oversees more than \$50 million in beer and tax collections, and administers its own Electronic Funds Transfer payment-for-liquor program, On-line Liquor Ordering, and liquor product quotation program, E-Quote. Last year, the industry voted the division’s Internet product quotation system, E-Quote, one of the “Best Industry Practices” in the country. The team’s last audit by the Auditor General was a perfect audit, one with no correctable findings. The division continues to study technology and to integrate it into everyday tasks. The group has been aggressive in developing e-commerce services with DIT and incorporates technology into every aspect of work.

Personality Disorders Team, Michigan Rehabilitation Services (MRS)—Persons with personality disorders are extremely difficult to work with, but are capable of being successfully employed. The Personality Disorders Team identified this challenge and came together to provide services that result in employment for these individuals. Team members presented a workshop at the Michigan Rehabilitation Conference, which generated more training requests. The team then presented in-service training for MRS staff at Big Rapids, Holland, Grand Rapids, Muskegon, Saginaw, Ann Arbor and Jackson. The feedback has been overwhelmingly positive with over 95 percent of attendees rating it “exceptional.” The team has received invitations to conduct the seminar for businesses and nonprofit agencies as employers welcome information that will help them mitigate the destructive behaviors associated with personality disorders in the workplace.

The Job Show Helps MIOSHA Celebrate 30 Years of Safety

By Nirva Civilus, Office of Media Technology

The fall season is full of celebration for the all-new Job Show! The September edition joins the celebration of 30 years of making a difference in worker

safety and well being with the Michigan Occupational Safety and Health Administration (MIOSHA).

Host Nirva Civilus sits down with MIOSHA Director Doug Kalinowski, along with corporate members of the UAW/Ford/Visteon and Walbridge Aldinger Partnership, to discuss the many benefits of joining state and private industry resources.

Viewers will learn how innovative and proactive program-

ming and partnerships have contributed to improving physical and mental conditions for all of Michigan's workers.

The Job Show also welcomes Dale Beachnau,

DLEG Human Resources manager, as he joins The Job Show team on the new Employment Tips segment. Closing out the celebration is the unveiling of The Job Show's new look with its 21st century set redesign and show open.

The Job Show can be viewed on educational, government, and public access channels throughout the state of Michigan. Visit the show website at www.dleg.state.mi.us/jobshow for air times and dates.



Dale Beachnau



The Job Show host Nirva Civilus interviews MIOSHA Director Doug Kalinowski.

MCB Seminar Assists Clients with Employment Search

**By Susan Turney
Michigan Commission for the Blind**

The Michigan Commission for the Blind (MCB) held an Employment Readiness Seminar for MCB clients at the Holiday Inn in Jackson on Sept. 1. The program was designed to provide MCB clients who are seeking employment with essential information and skills for their job search.

Elizabeth White, MCB assistant regional supervisor, welcomed participants to the event and gave an overview of the day's activities. MCB rehabilitation counselors Janis Benstead and Kim Kennedy led a discussion on "When and How to Present Your Disability" to employers.

Guest speakers included Karen Larson of the Social Security Administration and Courtney Trunk of The Arc Michigan, who spoke

on how work affects SSA benefits, as well as Lupe Hamden of South Central Michigan Works!, who explained the organization's services for job seekers.

During the afternoon, attendees participated in a series of mock job interviews. Each interview lasted 10 to 15 minutes, followed by 10 minutes of feedback from the interviewer.

"This seminar is an opportunity for our clients to learn and practice the skills they'll need during a job search," said Elizabeth. "The knowledge is essential, but it's equally important to have some practical experience with the process, which we simulate with the mock interviews."

The next MCB Employment Readiness Seminar will be held Thursday, Oct. 20, in Bay City. For more information, contact Elizabeth White at (517) 373-6425.



MCB Counselor Janis Benstead

MCDC Showcases Model Office for Disability Access

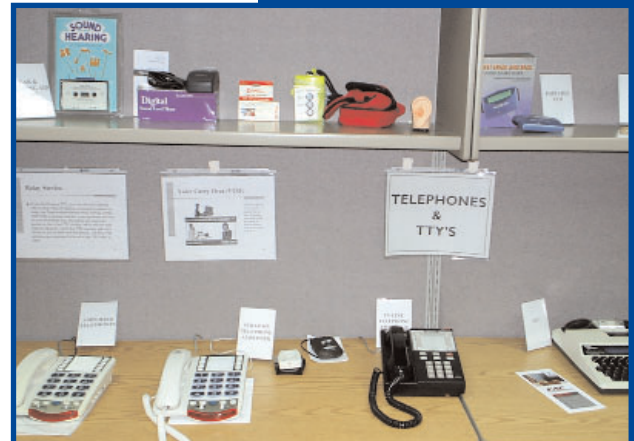
More than 125 people toured the Michigan Commission on Disability Concerns (MCDC) on Thursday, Sept. 8, as the agency showcased its model office for disability accessibility during a public open house.

Visitors were introduced to accessible office features such as wider hallways and automatic door openers, individual offices with ergonomic and accommodating features, assistive technology displays of various hearing devices, a Video Relay System in operation, and a model of an accessible meeting.

MCDC, along with its Division on Deaf and Hard of Hearing (DODHH), moved this past summer to the first floor of the Victor Building, 201 North Washing-

ton Square, downtown Lansing, to provide the public with easy access to services.

MCDC promotes greater understanding of the abilities of people with disabilities and responds to issues that affect 1.9 million Michigan residents who have disabilities. The Deaf and Hard of Hearing division seeks to improve lives by providing information and referral, accommodations, and interpreter information and support.



MCDC Assistive Technology Display

Shorts



DLEG's Casual Wednesday charity for the month of August — the State Police Canine Unit — has received the handsome sum of \$1,298 thanks to the generosity of jeans-loving DLEG employees. Please see page 1 for an update on collections for September's designated charity, the American Red Cross, for Hurricane Katrina relief efforts.

DLEG managers and supervisors have now received the third video in the department's Communicator Series. Called "Accessing Michigan," the video reinforces DLEG's commitment to the value of inclusion and underscores the fact that people with disabilities contribute to the economic development and revitalization of Michigan. Managers and supervisors have been asked to build time into their staff meetings to present the video. It was produced by the Office of Media Technology.

Did you know that you can find a wealth of information on employee health and wellness at two state websites? Click on http://www.michigan.gov/mdcd/0,1607,7-147-22854_24290--,00.html for WOW Working-On-Wellness, offered by the Department of Civil Service, and <http://www.michiganstepsup.org> for Michigan Steps Up, Michigan Surgeon General Kimberlydawn Wisdom's healthy lifestyle campaign.

A Red Cross blood drive is being held Friday, Sept. 30, in the conference center, upper level, Ottawa Building. To sign up, please contact parrl@michigan.gov. A canister will be available for anyone who would like to make tax-deductible monetary contributions to the American Red Cross for Katrina Hurricane relief efforts.

The Holland office of Michigan Rehabilitation Services has moved. The office is now located at 121 Clover Ave., Holland, MI 49423. The telephone numbers (voice/TTY) are 1-800-481-7837 and (616) 395-8495. The fax number is (616) 395-8499.

Beware of Hurricane Katrina fund-raising scams that send your generous donations to the bad guys instead of to Hurricane Katrina victims! Be particularly wary of e-mail solicitations. For more tips from the Internet Crime Complaint Center, visit http://www.icccfbf.gov/strategy/katrina_warning.pdf.

People on the Move



Congratulations to **James Bunton**, formerly in charge of Michigan Rehabilitation Services' small business vocational goal program, who has been promoted to district manager of MRS's Ann Arbor District, which serves Washtenaw and Livingston counties. Jim has been employed with the state of Michigan for the past 28 years, serving as a rehabilitation counselor, Insurance Program specialist, and business services consultant. Please see page 4 for news about Jim's recent award!

Congratulations to **Deb Shiffer**, a data coding operator, Corporation Division, Bureau of Commercial Services, who has been promoted to a departmental technician position in the Annual Report Section.

The Michigan Occupational Safety and Health Administration (MIOSHA) has announced two promotions. **JoAnn Snider**, who for the past six years has worked in the General Industry Safety and Health Division, has been promoted to a departmental technician position in the Freedom of Information Section, Management and Technical Services Division. She has worked for the state for more than 25 years. Congratulations, JoAnn! Congratulations are also in order for **Jeff Kelley**, who has been promoted to a safety consultant position in the Consultation, Education and Training Division. For the past five years, Jeff has served as a senior officer with the General Industry Safety and Health Division; he has more than 15 years' total experience with MIOSHA.

Best wishes for a happy and healthy retirement to **William White**, site manager at Michigan Rehabilitation Service's Detroit Porter office, who is retiring after 35 years of service with MRS. Bill has served as both a rehabilitation counselor and site manager during his distinguished career. A graduate of Kentucky State University, Bill has a master's degree in guidance and counseling from

Wayne State University. Please see page 11 for news about Bill's recent award!

Best wishes to **Mary Ann Howe**, Management and Technical Services Division, MIOSHA, who has left Michigan to begin work as a whistleblower investigator with OSHA in Aurora, Illinois.



Deb Shiffer

The Michigan Commission for the Blind (MCB) has welcomed two new staff members. **Rita Henderson**, a former travel agent, is a secretary at the Detroit office. **Nalani Bradford** is a case aide who will assist with Macomb County clients of MCB. Nalani was previously employed with a non-emergency medical transportation company.

The Bureau of Commercial Services has welcomed **Shy Crowe** to the Corporation Division's Customer Service team as a word processing assistant. Shy will be handling telephone inquiries regarding corporations, limited liability companies and limited partnerships and will be processing document orders.

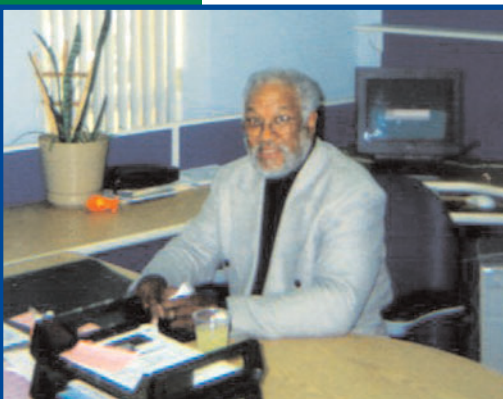


Shy Crowe

Michigan Rehabilitation Services (MRS) has welcomed 15 new secretaries across the state: **Marguerita Feggins** and **Deatrice Terry**, Detroit Fort office; **Latoyka Burns** and **Janice Adams**, Detroit Milwaukee office; **Donna Watkins**, Detroit Grand River office; **Carol Godfrey**, Ann Arbor; **Cynthia Burns**, Traverse City; **Daniella Bennett** and **Kate LaFave**, Marquette; **Kathleen Hunter**, Port Huron; **Lynn Cook**, Holland; **Jewell Rall**; Waterford;

Patricia Armstrong, Wayne; and **Annette Jones** and **Carol Bergeron**, Oak Park. In addition, **Anita Holbert** is a departmental technician at the MRS administrative office in Lansing, and **Elissa Shires**, **Teresa Fowler** and **Adriana Caesar** are new counselors at the Oak Park, Flint and Waterford offices, respectively.

The Consultation, Education and Training Division of MIOSHA has announced the recent filling of two word processing assistant positions, welcoming **Melissa Brown** and **Kimberly Babcock**. Melissa is from the Office of Financial and Insurance Services, and Kimberly has worked in MIOSHA's Appeals Division and in MIOSHA Administration.



Bill White

Professional Activities

Congratulations to Dorothy Quinn, manager of Michigan Rehabilitation Services' Detroit East District, who received the Partner of the Year Award at the Michigan Works! annual conference Monday, Sept. 12, in Mt. Pleasant. "Everyone in the Michigan Works! system is thankful for your hard work and commitment to workforce development in Michigan," said Linda F. Kinney, executive director of the Michigan Works! Association.

Congratulations to William White site manager of Michigan Rehabilitation Services' Detroit Porter office, who was honored at a reception Wednesday, Sept. 14, at MRS's Oak Park office. Bill is the 2005 recipient of the Sheldon E. Westerman Award, presented each year to an individual who has made significant contributions in the field of vocational rehabilitation. "Bill is known as a strong advocate for individuals with disabilities, respected for his ability to teach others how to help themselves, and willing to go beyond the call of duty to support self-sufficiency in both his staff and customers," read a citation.

Two Michigan bank examiners in the Office of Financial and Insurance Services have recently earned specialized graduate degrees. Connie Gorsline and Sue Stieber of the Bank and Trust Division graduated with honors from the Graduate School of Banking at Colorado as part of the 2005 class. Connie is an examination manager in the division's west region and has been an examiner for 14 years. She is also a certified public accountant. Sue is an exam manager in the division's east region and has been with the division 15 years. She is a certified bank auditor. Congratulations, Connie and Sue!

WoodLINKS USA has recognized the Michigan Career & Technical Institute's Cabinetmaking/Millwork training program with its Education Partnership of the Year award. "There is no question that with strong and dedicated industry support plus the sincerity, hard work and drive of top-notch educators, that this partnership is going to succeed with the production of our future success in the wood industry — a talented and well-prepared skilled work force," read WoodLINKS' news release. Congratulations to Jim Wellever and Adam Reynolds MCTI's cabinetmaking instructors.

Congratulations to Michael Lohmeier, the appraiser member of the Michigan Tax Tribunal, who was presented with the Literary Award by the Michigan Assessors' Association at its annual conference for his exemplary appraisal and assessment articles. The Tax Tribunal is comprised of seven governor-appointed members.

Congratulations to 33 Michigan Rehabilitation Services (MRS) staff who have been selected to participate in the fifth School for Leadership.

This MRS program is open to all staff members interested in developing their leadership potential and delving into personal accountability. The FY 2006 participants are: Claudette Stork Reid, Jenny Piatt, Stacy Janusz Metz, Ann Bernhardt, Susan Carow, Veronika Peacetree, Eric Bachmann, Gail Spragg, Terissa Daly, Rebecca Ramczyk, Antoine Shaw, Jannette Howard, Connie Ensing, Natalie Johnson, Sue Zwyzghuizen, Patti Melvin, Kelley Blodger, Bradley Heiple, Lura Winn, Rayla Brown, Eudora McKinney, Vicki Wright, Joanne Marlowe, Sheila Wright, Phyllis Smith, Cathy Hardaway, Carol Smith, Mike Harsini, Paula Brzezinski, Karen Nobach, Vicki Clark, Jean Williams and Carol Haynie.



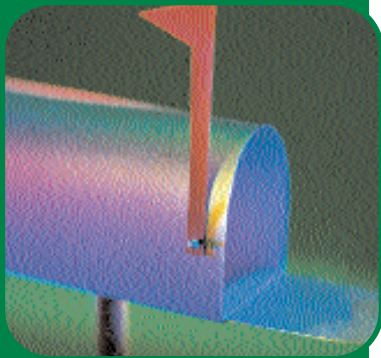
Jim Wellever and Adam Reynolds, MCTI cabinetmaking/millwork instructors.



Connie Gorsline



Congratulating Michael Lohmeier (center) on his Literary Award are (l. to r.) Deputy Director Bob Swanson; Director David C. Hollister; Sherry Lee, the assessor member of the Michigan Tax Tribunal; and Tax Tribunal Chairman Jack Van Coevering.



We Get Letters ... and E-mails!

J. Peter Lark, chair of the Michigan Public Service Commission, received this letter from Robert J. Girard, vice president of risk management with C*MAC Transportation in Brownstown: "I am not one to send letters like this on a frequent basis; however, this time it is well justified. Ms. **[Patti] Young** has been very helpful above and beyond the call of duty. She was very helpful in faxing information over to our office many times due to the fact we had a temporary person throwing things away. Her persistence helped us discover this, and her continued devotion allowed us to get our credentials on a timely basis. She helped us discover a bad apple in our barrel. She should be praised for her dedication and loyalty to the MPSC customers. My hat's off to Ms. Young. Thank you for this opportunity."

This e-mail message was sent to the **Michigan Talent Bank Help Desk**: "Just wanted to send a message to thank you for all your help during my period of unemployment. I have since found a new engineering job and won't be needing your services any longer. It's good to see our tax dollars being put to good use."

Patrick Cannon, director of the Michigan Commission for the Blind (MCB), received this letter: "Recently I was diagnosed as legally blind, after which I contacted the Michigan Commission for the Blind in Saginaw. I was put in touch with **Rosalind Byers-Lang**, rehabilitation teacher. We arranged to have her come to my home, which she did, bringing aids and devices for my needs. Her presentation was a most interesting, satisfying and educational experience for me. I compliment you, and Rosalind, for an excellent service."

Debbie Wilson, a rehabilitation counselor at the Flint MCB office, received this letter: "Here is my schedule and tuition statement. Note that I received a 25 percent scholarship. ... Once again, I can't tell you how excited I am to be given such an opportunity. I am sincerely thankful to you and the commission for your continued support and financial commitment, which has facilitated such an exciting and unexpected turn of events in my life over the last number of years. I will do my best in law school and endeavor to pursue the highest standards of the legal profession upon graduation."

A client of the Big Rapids office of Michigan Rehabilitation Services (MRS) sent the following letter to Site Manager **Bud Parke**: "Just had a long first meeting with **Constance [Ensing]**, an MRS counselor who serves Montcalm County, and I want you to know she is very thorough and knowledgeable. I was pleased with the service that she offered. She and Al [Nicolai, owner of Nicolai Services, Sand Lake, which provides many services for MRS clients] gave me not only hope but my self-respect back. I thought I was the only person with a disability, but when Al told me his story at

orientation I was thinking 'this might work' with a smile on my face. It seemed like it was the first time I was smiling. Then when I met with Constance this morning, I felt a heavy weight off my back. She was so aware of not only the disability that I have, but planning for job placement with my disability. She told me many things that I was trying to do by myself with no luck. However, she knew where to go and for that there is one thing I can say. Thanks, MRS. Thanks for helping me get back on the job track. It is going to be a hard climb to the summit, but with the help of Constance, Al and the rest of MRS, I know we can do this together. I am confident within this year I will have a great job. No, not a job, but a career."

Vicki Rafferty, site manager of the Battle Creek office of MRS, received this letter from an individual served by the office: "I am enclosing this letter since the questionnaire I was sent didn't leave any room for additional comments. I would like to say 'THANK YOU' a million times to all of your staff. MRS gave me the skills I needed to become computer literate and employable in today's computer oriented society. The staff at MRS went beyond teaching me skills, though. Each and every person I spoke to at MRS had a positive attitude toward my employability and I could feel that each person cared. Thank you, MRS, for giving me the tools I needed and the encouragement that was greatly appreciated. Thank you, **Therese Gunter**, for being so kind, helpful and resourceful. You are truly a wonderful person! Each of you at MRS makes a big difference every day in someone's life without even knowing it. Thank you!"

The following e-mail message was sent to **Nancy Allen**, a rehabilitation assistant, and **Morris Schrock**, a rehabilitation specialist, both with Michigan Rehabilitation Services' Disability Management Program. The sender is a former DaimlerChrysler employee who received a number of services from MRS, including a vocational assessment, college training leading to an associate's degree, career counseling, job-seeking skills training and placement assistance. She is now back at DaimlerChrysler, earning \$25 an hour: "Just thought I'd let you know I got reinstated yesterday and will return to work tonight. ... I haven't felt this kind of relief and joy in a long time. I realize that I'm letting go of the supportive people who helped me through this part of my life. But, I want you both to know how very thankful I am in having the pleasure to have been assigned to such a great Voc Rehab team. All your efforts and energy in helping me evolve into who I am today is greatly appreciated. I couldn't have grown so much without your help and guidance. I believe there are angels among us, and the two of you are acknowledged as mine! I'll miss our monthly meetings, smiling faces, and the wealth of information. You both will be deeply missed, but my plans are to stay connected in spirit and technology, so please don't be surprised when I visit, email, or call. My heartfelt gratitude & love."

More Letters ... and E-mails!

The following comments were sent to **Rosanne Renauer**, manager of the MRS Lansing District, by a former client of that office who is now employed as a respiratory therapist earning \$45,000 a year: "Over-the-top counseling, service and enthusiasm, thanks to **Catherine [Manning]**. Your staff was always there for me — a joy to work with. Last year, I worked part-time as a restaurant host and at a local hardware store. I pay much more in taxes each week than I made at that time. My income is actually higher as we are earning an extra check each month as a performance bonus. All the best to Catherine Manning! I cheer you on. Thank you."

Rita Burnett, Real Estate Licensing Unit, Bureau of Commercial Services, received this e-mail message from a customer: "Thank you so much for your prompt response. If you ever need a recommendation, feel free to call me. I have never had such service in my entire life from a civil servant."

Rita Burnett was again complimented in this e-mail message sent to **Ann Millben**: "This is a quick letter to bring to your attention an employee of yours, Rita Burnett. I need to give you a quick background first. I am a licensed real estate broker in the state of Michigan and recently moved to New Jersey. I have been in the process of obtaining my broker's license in Pennsylvania and New Jersey. I have been lucky (cynical-) enough to talk with folks with your same jobs in NJ and PA as you do in Michigan. I also had to communicate with Rita to obtain info that these two states needed. Needless to say, NJ and PA need Rita to go there and teach them a thing or two or three! I had dealings with Rita in Dec '04 and July/Aug '05 and all times she was 110%! This is rare in government and you and Michigan are lucky to have her! Thanks! She even went so far to drop a pre-paid next-day air envelope (that I paid for, which was my idea) in a UPS receptacle on her way home from work and called me personally to confirm this was done!"

Safety Officer **Kevin Thomas**, General Industry Safety and Health Division, Michigan Occupational Safety and Health Administration (MIOSHA), is praised in this letter from Paul Magnell, CEO of Plymouth Packaging, Inc.: "We appreciate your candor and the safety-related observations made during your visit. The safety of our employees is uppermost on our list of priorities."

James Skupski, M.D., residency director, Occupational and Environmental Medicine, Wayne State University, sent this letter to the Farmington MIOSHA office regarding a recent talk given by **Magnus Ndukwe**, General Industry Safety and Health Division: "It is important for physicians to be knowledgeable about health concerns in the work environment. Your lecture helped our residents to understand the role of MIOSHA to ensure a safe and healthy workplace for all."

Jim Brogan, General Industry Safety and Health Division, MIOSHA, gave a presentation at the 2005 Federal-State Whistleblower Investigators Conference in Denver. Jim's performance prompted this letter from Richard Fairfax, director, Enforcement Programs, U.S. Department of Labor, Occupational Safety and Health Administration: "I appreciate your stamina in the face of the intense schedule of delivery and also your sacrifice of the opportunity to attend the other workshops offered at the same time as yours. Your dedication to the program is evident in the extra time and effort invested in preparing and delivering the workshop, which was highly praised by attendees. Without your valuable contribution, the conference would not have been nearly as successful as it was."

Tony Allam, safety supervisor, Construction Safety and Health Division, MIOSHA, received an e-mail message from Gary Jordan, safety manager with Barton Malow Company, regarding **Bob Beitel**'s professionalism. Mr. Jordan wrote: "I just wanted to thank Bob Beitel for his expertise during a recent accident that occurred on one of our sites. Two ironworkers sustained injuries after a fall. Bob was on the scene within a few hours. In fact, he beat me to the site, located on the east side of the Metro area. When I got there, Bob was already busy at his task of investigating the accident. I had several questions after my walk-through. I did not want to disturb Bob or otherwise distract him. Bob was most receptive, taking the time to answer my questions and clarify some MIOSHA rules that were applicable to my questions pertaining to the accident. I felt as though this MIOSHA enforcement officer and I were working in unison as a team. Being a safety manager in the construction industry, I also feel as though we are on the same page regarding accidents and the prevention of them. In closing, I would like to once again say thanks for your help, Bob."

Bridgett Dulude with Midland Community College sent this thank you note to **Sherry Scott**, Consultation, Education and Training Division, MIOSHA: "Thank you for participating in our recent Team Building Meeting at the Midland Community Center. Much good information was passed on, and we feel the activity was a success largely because of your contribution. We sincerely value the time and effort you provided for our meeting. Again, we offer our warmest thanks."

Deb Johnson, Consultation, Education and Training Division, MIOSHA, received this letter from Pamela Orton with the Home Builders Association in Kalamazoo: "Thank you for teaching the Construction Safety Seminar on June 30. The seminar attendees really enjoyed listening to you. I'm sure they learned a lot and will use what they've learned on the job site. Thank you for taking time out of your busy schedule to teach."

